



Royal Mail Door to Door Multi-Mail Incentive Scheme – Terms and Conditions

Background

- A. The Multi-Mail Incentive (the **MMI**) offers customers the opportunity to pay a discounted price on a second booking.
- B. We will apply the discounted price in accordance with these Incentive Specific Terms.

Incentive Specific Terms

1. Definitions

- 1.1. In these Incentive Specific Terms, the following words and expressions have the following meanings:

Actual Volume	means the actual number of Eligible Items booked by you and Delivered by us;
Booking 1	has the meaning given to it in clause 2.1 of these Incentive Specific Terms;
Booking 1 Delivery Date	means the first day of the actual Delivery of Booking 1;
Booking 1 Volume	means the Actual Volume of Booking 1;
Booking 2	has the meaning given to it in clause 2.3 of these Incentive Specific Terms;
Booking 2 Delivery Date	means the first day of the actual Delivery of Booking 2;
Booking 2 Volume	means the Actual Volume of Booking 2;
Discounted Price	means a 50% reduction to the applicable Standard Price;
Eligible Items	means all Items which: a) are booked and Delivered using our standard D2D Service; b) are within standard Door to Door weight bands, being 0-200 grams; c) are booked at the Standard Price; d) are booked and Delivered during the Incentive Period; and

Framework Incentive Terms	e) are not non-compliant items; means the terms and conditions that govern the Scheme;
Incentive Period	means 1 June 2020 to and including 28 March 2021;
Maximum Volume	means 100,000 Eligible Items;
Minimum Volume	means 25,000 Eligible Items; and
Standard Price	means the standard price(s) we charge in accordance with the Royal Mail Door to Door Rate Card (including the relevant geographical bands set out within the Door to Door Rate Card).

- 1.2. Unless defined elsewhere in these Incentive Specific Terms, capitalised terms and expressions used in these Incentive Specific Terms will have the meaning given to them in the Framework Incentive Terms.

2. Qualification

- 2.1. To participate in the MMI you must place a booking for at least the Minimum Volume and up to the Maximum Volume (**Booking 1**).
- 2.2. We will charge the Standard Price for all Items included in Booking 1.
- 2.3. After you have placed Booking 1, you must place a second booking for at least the Minimum Volume and which must not exceed the Booking 1 Volume (**Booking 2**).
- 2.4. The Booking 2 Delivery Date must be between 1 and 90 days after the Booking 1 Delivery Date.
- 2.5. Booking 2 must be for the same End Customer as Booking 1.
- 2.6. Provided that Booking 2 meets the conditions set out in clauses 2.3 to 2.5, and subject to clause 2.8 below, we will apply the Discounted Price to the Booking 2 Volume.
- 2.7. For the avoidance of doubt, the Discounted Price will not apply to Booking 1 under any circumstances.
- 2.8. If you cancel Booking 1, we will not apply the Discounted Price to the Booking 2 Volume and, where you have paid for Booking 2 in advance, we will issue you a further invoice for the difference between the Discounted Price and the Standard Price for Booking 2.
- 2.9. We reserve the right to cancel or amend the MMI at any time during the Incentive Period by giving you no less than 5 days' notice. If we cancel the MMI during the Incentive Period, we will honour the Discounted Price only where, as at the effective date of the cancellation, Booking 1 and Booking 2 both have a confirmed status.
- 2.10. You agree that all information you give us in connection with the MMI will be true, accurate and not misleading.
- 2.11. The MMI cannot be used in conjunction with any other discount, incentive or product (including but not limited to New User, Late Booking, Nominated Date and Emergency Mailing).
- 2.12. You may only participate in the MMI once per End Customer.